

Q1. Hello, my name is [STUDY TEAM MEMBER NAME]. I am calling from 2M Research on behalf of the United States Department of Agriculture Food and Nutrition Service to follow up on an email that was recently sent to [SDA RESPONDENT’S NAME]. Would that be you?

- 1 SPEAKING TO RESPONDENT.....[GO TO Q3]
- 2 NOT SPEAKING TO RESPONDENT.....[GO TO Q2]
- 3 NOT A GOOD TIME[SCHEDULE CALLBACK]
- 4 NO SUCH PERSON.....[S/O WRONG NUMBER]
- 5 NO LONGER AT THIS PHONE NUMBER[UPDATE PHONE NUMBER]
- 6 REFUSED (HANG UP)[FOLLOW CATI SCREENS]

Q2. Is there a direct line to reach him/her? Is he/she available?

- 1 OFFERS DIRECT PHONE NUMBER.....[UPDATE PHONE NUMBER]
- 2 YES, AVAILABLE.....[GO TO Q4]
- 3 NOT AVAILABLE.....[GO TO LM1]
- 4 DON’T KNOW[FOLLOW CATI SCREENS]
- 5 REFUSED[FOLLOW CATI SCREENS]

Q3. The email was an invitation to complete the USDA Foods Distribution and Fees Survey.
[GO TO Q5]

Q4. Hello, my name is [STUDY TEAM MEMBER NAME], and I am calling from 2M Research. We recently sent you an email invitation to complete the USDA Foods Distribution and Fees Survey. [GO TO Q5]

Q5. The USDA Foods Distribution and Fees Survey will help FNS understand and compare fee structures for the distribution, warehousing, and administration of USDA Foods for school meals.

We noticed that you have not completed this survey yet, so we just wanted to be sure that you received the email invitation. The email address we have for you is [EMAIL ADDRESS]. Is that correct?

- 1 YES.....[GO TO Q7]
- 2 NO.....[UPDATE EMAIL ADDRESS;
GO TO Q6]

Q6. We will send you another link to the survey shortly. Do you have any questions about the survey?

- 1 YES[ANSWER QUESTIONS]
- 2 NO[GO TO Q9]

Q7. Would you like for me to send you another link to the survey?

- 1 YES[GO TO Q8]
- 2 NO[GO TO Q8]

Q8. Do you have any questions about the survey?

- 1 YES[ANSWER QUESTIONS]
- 2 NO[GO TO Q9]

Q9. The intent for is all SDAs to be represented in this survey, so your participation is very important to the success of this study and we hope you will complete the survey as soon as possible. The deadline is [DATE]. If you have any questions at all, please free to contact us at 1-800-XXX-XXXX (toll-free) or at USDAFoods@2mresearch.com. Thank you for your time.

SPECIAL CIRCUMSTANCES

[IF ANY ADVERSE EVENTS COME UP DURING PHONE CALL, STUDY TEAM MEMBERS WILL BE TRAINED TO SKIP TO THIS TEXT IMMEDIATELY.]

EMERGENCY

I am sorry to catch you at a bad time. I'll try again later. Thank you. **[END PHONE CALL. INTERVIEWER: FILL OUT ADVERSE EVENT FORM.]**

TELEPHONE SCRIPT FOR LEAVING MESSAGES

LM1. [IF WITH A PERSON]

My name is [STUDY TEAM MEMBER NAME], and I am calling from 2M Research about the USDA Foods Distribution and Fees Survey that we are conducting on behalf of the USDA Food and Nutrition Service. The survey will help FNS understand and compare fee structures for the distribution, warehousing, and administration of USDA Foods for school meals.

We have not yet received a response from [SDA RESPONDENT'S NAME]. If [SDA RESPONDENT'S NAME] received our email with the survey link, please encourage [him/her] to complete the survey. If [he/she] did not receive the email, please have [him/her] contact us at 1-8XX-XXX-XXXX (toll-free) or at USDAFoods@2mresearch.com. A response to the survey is due by [DATE]. Thank you.

LM2. [IF ON AN ANSWERING DEVICE]

My name is [STUDY TEAM MEMBER NAME], and I am calling from 2M Research about the USDA Foods Distribution and Fees Survey that we are conducting on behalf of the USDA Food and Nutrition Service. The survey will help FNS understand and compare fee structures for the distribution, warehousing, and administration of USDA Foods for school meals.

We have not yet received your response to this survey; a response is due [DATE]. Please access the survey using the link that was emailed to you or contact us at 1-8XX-XXX-XXXX (toll-free) or at USDAFoods@2mresearch.com. Thank you.

This information is being collected to assist the Food and Nutrition Service in understanding fee structures for the distribution, warehousing, and administration of USDA Foods for school meals. This is a voluntary collection and FNS will use the information to better understand and compare how State Distributing Agencies manage the operations and distribution of USDA Foods to School Food Authorities. This collection does not request any personally identifiable information under the Privacy Act of 1974. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0613. The time required to complete this information collection is estimated to average 5 minutes (0.08 hours) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, Floor 5, Alexandria, VA 22314 ATTN: PRA (0584-0613). Do not return the completed form to this address.